

DRAFT

MINUTES

Library Advisory Commission (LAC)

April 27, 2017

Community Meeting Room, City Hall
250 Hamilton Avenue

Commissioners Present: Sheena Chin, Doug Hagan, June Loy, Bob Moss
Council Liaison : Lydia Kou
Staff Present : Monique Ziesenhenne, Diane Lai, Alex Perez,
Evelyn Cheng

CALL TO ORDER – Chair Loy called the meeting to order at 7:00 p.m.

ORAL COMMUNICATIONS – None

AGENDA CHANGES, REQUESTS, DELETIONS – Chin asked about the rationale behind Agenda #4, Election of the 2017 LAC Vice Chair, when there will be three new Commissioners appointed in June. Ziesenhenne suggested having the discussion when the agenda item comes up later.

BUSINESS

1. Approval of draft minutes of Regular Meeting on February 23, 2017.
 - Without corrections, minutes of the Regular Meeting on February 23, 2017 were approved. Moss commented on how the LAC minutes are recorded, and said it would be helpful to have more details of the discussions that went on at the meetings.
2. Update on Library Collections/Aging Report
 - Diane Lai, Division Head, Information Technology and Collections, provided an update on the age of library collections, focusing on adult non-fiction, including a brief background of the average age in 2014, and the action plan developed to systematically improve/update the collection, with financial support from the Palo Alto Library Foundation (PALF) and the Friends of the Palo Alto Library (FOPAL).
 - In her 2014 report to the LAC, Lai said it was observed that Palo Alto has an aged adult non-fiction collection, missing the mark on timeliness and relevancy. Lack of definitive guideline from American Library Association, the Library has followed general recommendation from library materials distributors that when

average age of public library's non-fiction reached five years, it is considered old, especially in the subject areas of law, medicine and technology.

- A new model has been implemented for building and managing collections: the main focus of building the collection was shifted to managing, evaluating and promoting the collection. The change highlighted the importance of marketing the collection through programs and daily interaction with customers.
 - Lai said that gradually, over the past three years, the age of the collection improved, e.g. in the areas of computer science and technology, the age of these items moved forward by five years, and in other subject areas, by over ten years.
 - Moving forward, staff will continue to update the existing collection, keep it current as well as aligned with customer demands. Analytical tools (Collection HQ, Counting Opinions, OrangeBoy) will provide data to help focus resources to meet real needs. Also, the Collection Development Policy will be updated to reflect how Palo Alto will develop electronic resources as well as meet needs in print and electronic format.
 - Discussion followed and Commissioners provided feedback/concerns about the process, asking questions/clarification on how age of collection is determined, collection size, customer feedback, the analytical tools used as well as the budget for collection.
 - Lai said that the year of publication determines the age of the material and that the Library currently has 350,000 items but the collection will need to stay about the same size due to space limitations. Ziesenhenné added that 411,000 total capacity was projected for all the buildings; for items that Palo Alto does not own, or unavailable, library patrons can access Link+ which augments the collection and a good resource to get to these items.
 - Regarding getting feedback from library patrons about what they want to see in the Library's collection, Lai said there are different channels available in the Palo Alto Library website (Your Opinion/Customer Satisfaction Survey under Counting Opinions, "My Suggestions" feature, etc.) which are monitored and have systems in place to respond/take appropriate action, if necessary.
 - Ziesenhenné said FOPAL's continuous support to specific collection projects is over and above the \$750,000 (FY2017) allocated for collection by the City.
 - Lai will do a general presentation on the Library collections at the next LAC meeting in June, including the foreign language collection.
3. Review Circulation Loan Periods/Changing Loan Periods
- Alex Perez, Library Services Manager, gave a review of the Library lending period, compared with other libraries in the region, and identified benefits as well

as potential issues for changing loan periods to align with other libraries, and how staff will manage the change.

- Palo Alto's standard loan period is 4 weeks and all other libraries in the Silicon Valley Library System (except Mountain View Public Library), as well as libraries in adjacent San Mateo County, have a standard loan period of 3 weeks.
 - Aligning Palo Alto's with other libraries would allow for more accurate and effective comparative assessment of library circulation usage. Ziesenhenne said that of all the things that people want to know, it is usually how many items have been checked out.
 - Members of the LAC agreed that comparable statistics is valuable and the Library does a good job serving the community, but expressed concern that library patrons will be adversely affected by the change.
 - Commissioners asked about how circulation numbers are counted, the average number of renewals, and how staff will address impact; loan periods for eBook and the Lucky Day Collection.
 - Perez said a renewal is counted as one circulation; before the change is rolled out, staff will make every effort to communicate to library patrons the reason for this change and take any necessary steps to manage the change, handle disputes and inquiries.
 - Ziesenhenne said eBook has same lending period but is self-return (automatic expire at the end of the loan period) so does not incur fines; Lucky Day Collection is for up to 7 days. Regular overdue fees apply.
 - Commissioners suggested additional information on the benefits for shortening the loan period, specifically from the customer's perspective, and consider addressing fines during the transition.
 - Perez will provide a follow up at the June meeting in response to the Commissioners' questions. One of the benefits for changing the lending period would be reducing the amount of time library patrons have to wait for high-demand materials and lower the need for the library to purchase additional copies to meet hold demand.
 - An article on "*Doing Fine(s)?*" from Library Journal's April 1, 2017 issue was included in the packet so Commissioners are aware of other trends across the country.
4. Election of 2017 LAC Vice Chair
- Loy announced that she did not reapply when her term expires in May and since McDougall resigned in February after he was appointed to the Parks and

Recreation Commission, there would not be a LAC Chair and Vice Chair at the next meeting.

- Commissioners agreed to proceed with the election of a Vice Chair as a fill-in and have the Vice Chair preside over the June meeting.
- Chin nominated Hagan as Vice Chair; MOTION passed by acclamation of all members.

5. 2017 LAC Committees

- Commissioners agreed it would be helpful to have staff put together a list of past LAC subcommittees in preparation for a discussion with new Commissioners on what the LAC will focus on at the June meeting.
- Ziesenhenne reminded the LAC to follow the LAC Bylaws as approved, with the understanding that subcommittee work be wrapped up in 6 months, which is consistent with the procedures established by the City Council policies and procedures.

LIBRARY DIRECTOR'S REPORT

- Ziesenhenne gave a written report on recent library activities of interest in March/April 2017, and included the February and March Monthly Reports, and Library Hotline's Trustees' Corner (March 13, 2017 issue).
- Hagan asked for more information on this year's Pacific Library Partnership (PLP) Innovation Grant; Ziesenhenne said grant is used to pilot two robot greeters at one of the branches to provide directional assistance, and a design-oriented 3D workstation. The grant runs through fall of 2017 and will include looking at user experience in the test.
- Moss asked about for an update on the 3D printing service; Ziesenhenne said it is constantly in demand but staff is experiencing challenges with the printers but hopeful that the technology will improve over time. The adoption of new technologies speaks more to the Library's mission statement to inspire and nurture innovation, discovery, and delight.
- Loy congratulated Ziesenhenne on being elected as Public Library Association 2018-19 President.

COUNCIL LIAISON'S REPORT

Kou said she did not have anything to report.

COMMISSIONER REPORTS AND QUESTIONS

Commissioners shared their observations while visiting a Palo Alto branch that they don't usually go to, as suggested by Loy at the January meeting:

- Loy visited Downtown Library and although this branch is smaller than Mitchell Park and Rinconada, it does have a nice reading area. She also liked the study period-like quality at Rinconada.
- Moss said College Terrace is charming and the closest thing Palo Alto has to a neighborhood library; the facility at Rinconada Library is functional and staff is helpful.
- Hagan went to Rinconada Library, learned about the Seed Library and signed up for 3D printing services - samples of the family's 3D printing projects were brought to show members of the LAC. Commissioners asked questions about his experience and the process involved; Hagan said one needs patience (three months wait, printer gets clogged, etc.) but it was an interesting and fun experience.
- Chin visited College Terrace and agreed with Moss that it is a classic and charming building; suggested expanding its collection and promoting this library to better serve the community and meet future needs (i.e. Stanford expansion).

Moss will be attending the American Library Association (ALA) Annual Conference, June 22 to 27, 2017, in Chicago, IL.

Chin had the opportunity to volunteer at Mitchell Park recently in the Mandarin storytime program.

AGENDA for meeting on June 29*, 2017:

- Presentation: Analytics on Demand, Amanda Winchel/Gale
- Welcome New Commissioners
- Election of LAC Chair and Vice Chair
- LAC Subcommittees (list of subcommittees in the past)
- Update on Library Collection (includes foreign language collection)
- Follow up on Circulation Loan Period Review
- Report on ALA Annual Conference
- Volunteer Program and Status (August)

*new date

THE MEETING WAS ADJOURNED AT 9:30 p.m.